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Please amend the claims as follows (this listing of claims replaces all prior listings):

1. (Cancelled)

2. (Currently amended) ~~The computer telephony system of claim 1, wherein~~
A computer telephony system comprising:
computer telephony platforms having resources that provide computer telephony services;
service modules residing on each of the platforms, wherein the service modules
manipulate the resources according to platform-dependent protocols to facilitate performance of
the computer telephony services for other service modules, and communication among the
service modules uses message packets having a common, platform-independent protocol, each of
the message packets includes including one of a common set of commands and one of a set of
parameters, each of the commands being operative with respect to one of the parameters to
define one of the computer telephony services to be provided by one of the resources;
intra-platform packet routers residing on the platforms and configured to route message
packets having intra-platform destination addresses to local service modules, including message
packets originating from a platform on which an intra-platform packet router resides and having
an intra-platform destination address to a service module residing on the platform, and route
message packets having inter-platform destination addresses to an inter-platform interface; and
an inter-platform packet router associated with the inter-platform interface, the inter-
platform router routing message packets having inter-platform destination addresses received
from the intra-platform routers to one of the intra-platform routers residing on one of the
platforms on which the service modules indicated by the inter-platform address reside.

3. (Currently amended) ~~The computer telephony system of claim 1 or claim 2, wherein~~
each of the message packets includes a source address indicating an address of one of the service
modules originating the message packet, and a destination the destination address indicating the
address of the service modules to receive the message packet, a command field including one of

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~~a set of commands common to each of the message packets, and a parameter field including one of a set of parameters, wherein each of the commands is operative with respect to one of the parameters to define one of the computer telephony services to be performed by one of the resources.~~

4. (Currently amended) The computer telephony system of ~~claim 1~~ claim 2, wherein each of the resources comprises one of a hardware device and a software object.

5. (Currently amended) The computer telephony system of ~~claim 1~~ claim 2, wherein the computer telephony services include voice, facsimile, data messaging, video, and multi-media services.

6. (Currently amended) The computer telephony system of ~~claim 1~~ claim 2, wherein each of the service modules maintains a queue for receipt of the message packets, the queue defining an order of processing of the message packets by the service module, wherein each of the service modules is capable of processing message packets received from a plurality of the other service modules in an interleaved manner.

7. (Cancelled)

8. (Currently amended) ~~The computer telephony system of claim 7, wherein~~
A computer telephony system comprising:
service modules configured to manipulate resources to facilitate the performance of
computer telephony services for other service modules, wherein communication among the
service modules uses message packets having a common protocol, each of the message packets
includes one of a common set of commands and one of a plurality of parameters, each of the
commands being~~is~~operative with respect to one of the parameters to define one of the computer

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telephony services, and each of the service modules manipulates one of the resources according to one of a plurality of diverse protocols; and

a packet router configured to route the message packets to the service modules based on a destination address included in the message packet.

9. (Currently amended) The computer telephony system of ~~claim 7~~ claim 8, wherein each of the message packets includes a source address indicating an address of the service module originating the message packet, the destination address indicating the address of the service module to receive the message packet, a command field including one of a set of commands common to each of the message packets, and a parameter field including one of a set of parameters, wherein each of the commands is operative with respect to one of the parameters to define one of the computer telephony services.

10. (Currently amended) The computer telephony system of ~~claim 7~~ claim 8, wherein each of the resources comprises one of a hardware and a software object.

11. (Currently amended) The computer telephony system of ~~claim 7~~ claim 8, wherein each of the service modules maintains a queue for receipt of the message packets, the queue defining an order of processing of the message packets by the service module, wherein each of the service modules is capable of processing message packets received from the other service modules in an interleaved manner.

12. (Cancelled).

13. (Currently amended) The computer telephony system of ~~claim 7~~ claim 8, wherein the computer telephony services include voice, facsimile, data messaging, video, and multi-media services.

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14. (Cancelled)

15. (Currently amended) The computer telephony system of claim 14

A computer telephony system comprising:

computer telephony platforms; and

service modules residing on the platforms, one of the service modules accessing resources
on the platform according to one of a plurality of platform-dependent protocols to facilitate
performance of computer telephony services for other service modules, wherein communication
among the service modules uses message packets communicated according to a common,
platform-independent protocol, wherein each of the message packets includes one of a common
set of commands and one of a set of parameters, and each of the commands being is operative
with respect to one of the parameters to define one of the computer telephony services.

16. (Currently amended) The computer telephony system of claim 14 claim 15,

wherein each of the message packets includes a source address indicating an address of one of the service modules originating the message packet, the destination address indicating the address of one of the service modules to receive the message packet, a command field including one of a set of commands common to each of the message packets, and a parameter field including one of a set of parameters, wherein each of the commands is operative with respect to one of the parameters to define one of the computer telephony services.

17. (Currently amended) The computer telephony system of claim 14 claim 15,

wherein each of the resources comprises one of a hardware device and a software object.

18. (Currently amended) The computer telephony system of claim 14 claim 15,

wherein each of the service modules maintains a queue for receipt of the message packets, the queue defining an order of processing of the message packets by the service module, wherein

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each of the service modules is capable of processing message packets received from the other service modules in an interleaved manner.

19. (Currently amended) The computer telephony system of claim 14 claim 15, wherein each of the service modules accesses the resources according to one of a plurality of platform-dependent protocols.

20. (Currently amended) The computer telephony system of claim 14 claim 15, wherein the computer telephony services include voice, facsimile, data messaging, video, and multi-media services.

21. (Cancelled)

22. (Currently amended) The method of claim 21, wherein
A method for multi-platform communication in a computer telephony system having a
plurality of computer telephony platforms providing resources, wherein the resources facilitate
the performance of computer telephony services, and service modules residing on the platforms
configured to manipulate the resources according to one of a plurality of platform-dependent
protocols to perform the computer telephony services for other service modules, the method
comprising:

communicating information between each of the service modules via message packets
having a common, platform-independent protocol, each of the message packets including a
destination address indicating one of the service modules to receive the message packet, each of
the message packets including one of a common set of commands and one of a set of
parameters, each of the commands being operative with respect to one of the parameters to
define one of the computer telephony services;

routing each of the message packets having an intra-platform address to an appropriate
service module on the platform; and

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routing each of the message packets having inter-platform addresses to one of the platforms on which the service modules indicated by the inter-platform address reside.

23. (Currently amended) The method of ~~claim 21~~ ~~claim 22~~, wherein each of the message packets includes a source address indicating an address of one of the service modules originating the message packet, the destination address indicating the address of the service modules to receive the message packet, a command field including one of a set of commands common to each of the message packets, and a parameter field including one of a set of parameters, wherein each of the commands is operative with respect to one of the parameters to define one of the computer telephony services.

24. (Currently amended) The method of ~~claim 21~~ ~~claim 22~~, wherein each of the resources comprises one of a hardware device and a software object.

25. (Currently amended) The method of ~~claim 21~~ ~~claim 22~~, wherein the computer telephony services include voice, facsimile, data messaging, video, and multi-media services.

26. (Cancelled)

27. (Currently amended) ~~The service module of claim 26, wherein~~
~~A service module for use in a computer telephony system having a plurality of computer~~
~~telephony platforms, the service module comprising:~~

means for manipulating a resource residing on one of the platforms according to one of a plurality of platform-dependent protocols to facilitate performance of a computer telephony service by the resource for another service module; and

means for communicating with other service modules via message packets having a common, platform-independent protocol, each of the message packets including a destination address indicating one of the service modules to receive the message, each of the message

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packets includes including one of a common set of commands and one of a plurality of parameters, the commands being operative with respect to one of the parameters to define one of the computer telephony services to be performed by one of the resources.

28. (Currently amended) The service module of ~~claim 26~~ claim 27, wherein each of the message packets includes a source address indicating an address of the service module originating the message packet, the destination address indicating the address of the service module to receive the message packet, a command field including one of a set of commands common to each of the message packets, and a parameter field including one of a set of parameters, wherein each of the commands is operative with respect to one of the parameters to define the computer telephony service to be performed by the resource.

29. (Currently amended) The service module of ~~claim 26~~ claim 27, wherein the computer telephony services include voice, facsimile, data messaging, video, and multi-media services.

30. (Currently amended) The service module of ~~claim 26~~ claim 27, wherein service module maintains a queue for receipt of the message packets, the queue defining an order of processing of the message packets by the service module, wherein the service module is capable of processing message packets received from the other service modules in an interleaved manner.

31-34. (Cancelled)

35. (Currently amended) The method of ~~claim 34~~ claim 36, further comprising the steps of routing each of the message packets having an intra-platform destination address to one of the service modules on the platform, and routing the message packets having inter-platform destination addresses received from each of the intra-platform routers to one of the service modules on one of the platforms indicated by the inter-platform destination address.

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36. (Currently amended) The method of claim 34, wherein
A method for communicating service requests among service modules in a computer
telephony system having a plurality of computer telephony platforms, wherein each of the
computer telephony platforms provides a resource that performs a computer telephony service,
the method comprising:

communicating service requests among the service modules according to a common,
platform-independent protocol, each of the service modules communicating service requests to
the other service modules via message packets having the common, platform-independent
protocol, each of the message packets includes including one of a common set of commands and
one or more of a plurality of parameters, each of the commands being operative with respect to
one of the parameters to define the computer telephony services to be performed by the
resources; and

controlling each of the service modules with the service requests to manipulate the
resources according to one of a plurality of platform-dependent protocols to facilitate
performance of the computer telephony services.

37. (Currently amended) The method of claim 34 claim 36, wherein each of the
message packets includes a source address indicating an address of one of the service modules
originating the message packet, and a destination address indicating the address of one of the
service modules to receive the message packet, a command field including one of a set of
commands common to each of the message packets, and a parameter field including one of a set
of parameters, wherein each of the commands is operative with respect to one of the parameters
to define one of the computer telephony services to be performed by one of the resources.

38. (Currently amended) The method of claim 34 claim 36, wherein each of the
resources comprises one of a hardware device and a software object.

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39. (Currently amended) The method of ~~claim 34~~ claim 36, wherein the computer telephony services include voice, facsimile, data messaging, video, and multi-media services.

40. (Currently amended) The method of ~~claim 34~~ claim 36, further comprising the step of queuing the message packets to define an order of processing of the message packets by the service modules, wherein each of the service modules is capable of processing message packets received from a plurality of the other service modules in an interleaved manner.